

DUTY STATEMENT**DEPARTMENT OF DEVELOPMENTAL SERVICES
INFORMATION TECHNOLOGY DIVISION
ENTERPRISE APPLICATION SERVICES BRANCH****DUTY STATEMENT****JOB TITLE:** Information Technology Specialist I**POSITION #:** 472-507-1402-002**WORKING TITLE:** CRM/SaaS Administrator**EMPLOYEE:** Vacant

POSITION DESCRIPTION: The Information Technology Specialist I will receive supervision and general program direction from the Information Technology Specialist II Supervisor. The incumbent will be the administrator role that is responsible to bridge the gap between the Customer Relationship Management (CRM) vendor and services and the Software-as-a-Service (SaaS) solutions and the business users. The incumbent will work with the SaaS technical lead, vendors, others in ITD, and professional services to provide technical support and guidance to business owners.

The incumbent must be familiar with CRM and SaaS solutions and work as a business analyst to obtain business requirements. The incumbent will provide onboarding, technical administrator and maintenance as well as provide some basic user training and education for the business users. The incumbent will work closely with vendor and/or professional services to ensure knowledge transfer and technical documentation for all new deployment and enhancements to the product as required by the business owners. The incumbent must have the ability to learn new concepts, understand the system development life cycle as well as use development standards and best practices. The incumbent has strong verbal, written communication, and interpersonal skills. The incumbent is expected to work independently with minimal supervision.

SUPERVISION EXERCISED: N/A**SUPERVISION RECEIVED:** Information Technology Supervisor II**EXAMPLES OF DUTIES:**

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|---|-----------------|
| DOMAIN(S): Business Technology Management: | moderate skills |
| Client Services: | moderate skills |
| Information Security Engineering: | moderate skills |
| IT Project Management: | basic skills |
| Software Engineering: | critical skills |
| System Engineering: | critical skills |

Essential Job Functions:**35% CRM/SaaS Administrator**

Attend and participate in meetings with vendors or potential vendors for all CRM and SaaS related projects. Participate as technical support for the project team. Work closely with the technical lead, vendors, and professional services to provide ongoing support and guidance. Work with the technical lead to coordinate and communicate software updates, system backups, password reset, design changes or any necessary IT oversight. Make technical recommendations and work with business owners to obtain business requirements. Research and review all incoming CRM/SaaS products to confirm the solutions follow the Software Developmental Life Cycle methodologies, industry standards, best practices, and are in alignment with the department goals, infrastructure, and security requirements.

30% Maintenance and Operations

Perform administration duties, provide support and guidance to business users, provide report or data download support, perform research and review of critical software changes or updates. Contact vendors for connectivity or outage issues. Work with technical leads, business users and vendors to resolve technical issues.

20% Training and Development

Provide user training and guidance of the CRS/SaaS solution. Train and educate business owners on basic administration functions where applicable, monitor system backups. Develop ad hoc reports, add custom fields and basic management of the system as needed.

10% Manage CRM/SaaS Subscriptions

Assist with the management of CRM/SaaS subscriptions or licenses renewals, review statement of work for new or renewal of CRM/SaaS Solutions licenses or contracts; provide recommendations and review potential CRM/SaaS solutions to meet business and IT development, security and infrastructure requirements.

Marginal Job Functions:

5% Complete other required duties within the scope of this position.

WORKING CONDITIONS:

- Open-spaced partitioned offices
- Prolonged periods on a personal computer up to 90% of the time
- Occasional required to move or transport objects weighing up to 25 pounds
- May require on-call support responsibility as well as occasional weekend support
- Occasional travel up to 5% for overnight or day trips

DESIRABLE SKILLS AND EXPERIENCE:**Knowledge of:**

- General understanding of vendor hosted, cloud-based CRM and SaaS Solutions (e.g., Salesforce, ServiceNow)
- Contract and vendor management, service level agreements, licenses, and renewals.

- Business process and requirements analysis
- Technical research, development and problem solving
- Digital Accessibility for Applications
- Microsoft Office Suite
- Software Development Life Cycle methodology

Ability to:

- Develop and maintain cooperative and professional relationships with the IT, DDS business partners, vendors, and other departments/agencies.
- Analyze situations accurately and take effective action; speak and write effectively; reason logically and creatively; analyze data and present ideas and information effectively; and review and edit procedures.
- Organize, coordinate, prioritize and plan multiple assignments
- Communicate effectively in person and in writing.

CERTIFICATION OR LICENSE: None.